

CLASS SPECIFICATION
County of Fairfax, Virginia

CLASS CODE: 1392

TITLE: CLAIMS MANAGER

GRADE: S-27

DEFINITION:

Under general direction, administers, manages and oversees the County's Workers' Compensation, automobile, general liability, property and professional liability self-insurance/insurance claims programs; and performs related work as required.

DISTINGUISHING CHARACTERISTICS OF THE CLASS:

Positions in this class report to the Risk Manager and provide technical direction to the claims staff.

ILLUSTRATIVE DUTIES:

Reviews staff work assignments to ensure compliance with program goals and objectives;
Performs analysis of claims processes to ensure program effectiveness;
Develops policies and procedures related to the claims program;
Directs claims negotiations where structured settlements, severe loss exposure, or precedent cases are a potential;
Develops and administers procedures for reserving, budgetary reporting, recording and analyzing claims and insurance data;
Develops and coordinates claims training programs;
Interacts with the County Attorney's Office and agency personnel in resolving complex claims issues;
Responds to internal and external inquiries pertaining to the County's claims programs.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of liability tort and Virginia Workers' Compensation laws;
Knowledge of legal and medical terminologies;
Knowledge of principles and practices of statistical analysis, program management, budgeting, and on-line computerized claims systems;
Knowledge of claims investigation, adjustment, and settlement techniques;
Ability to review and analyze loss runs, interpret data, and provide creative resolutions;
Ability to provide technical guidance to subordinate staff;
Ability to communicate effectively both orally and in writing.

EMPLOYMENT STANDARDS:

Any combination of education, experience, and training equivalent to:
Graduation from an accredited four-year college or university with a degree in Business Administration, Finance, or related field; PLUS
Four years of progressively responsible experience in the handling of multi-line claims.

CERTIFICATES AND LICENSES REQUIRED:

Not applicable.

NECESSARY SPECIAL REQUIREMENTS:

This position, because it is one with financial responsibility, will be subject to a criminal history record check and credit check as a condition of hiring and periodically thereafter. Applicant or employee will be required to submit a request for a criminal history record check and credit check to the appropriate agency. **Applicants/employee in this position must demonstrate financial responsibility in personal finances as a condition of employment.**

REVISED: April 16, 2002
ESTABLISHED: November 16, 1992